

Project Request

ICA Claims System Modernization Project

Agency Requesting The Project:

Industrial Commission

Business Unit Requesting The Project:

Claims Department

Sponsor Of the Project:

Molly Jones

Sponsor Title:

Claims Manager

Sponsor Phone Number:

602-542-4317

Extension:

Sponsor Email Address:

Molly.Jones@azica.gov

What is the operational issue or business need that the Agency is trying to solve?

Explain Below:

The claims system requires a technological evolution in order to continue to be integrated into all Industrial Commission systems.

How will this solution benefit the State or the Agency?

The claims system will provide much needed functionality, efficiency and maintenance improvements.

Do you have a specific solution in mind? If so, please describe the solution, including brand names of products, technologies, and vendors where appropriate. (Optional)

Salesforce Solution with Workflows, EDI, and other system integrations

Once the above is completed, email the file to your CIO or IT Support Group using the button below. If you do not have dedicated IT personnel, please send this file to ADOA-ASET directly at:

Strategic_Oversight@azdoa.gov



*If the proposed project will utilize **APF** monies or require **ITAC** approval please download the older PIJ form Here:
<https://aset.az.gov/pij-information-and-documentation>

Proceed to the PIJ Main Menu by clicking the button above and select "Start" which will begin the PIJ questions. Upon completion of the Meeting Pre-work section (which is the first section of questions), feel free to answer as many questions within the PIJ as you feel comfortable, and use the button below to send the file to your dedicated ADOA-ASET Strategic Program Manager, or to the ITProjects@azdoa.gov mailbox if unsure.



** MS Outlook required. If you are using an alternate mail application please send a copy of the full PIJ to:
ITProjects@azdoa.gov

Summary of PJ Financials

Total of Development Cost:	\$ 1,252,560
Total of Operational Cost:	\$ 1,582,025
Total Costs:	\$ 2,834,585

Project Cost - Itemized

Item	Description	Category	Development (Implementation) or Operational (Ongoing)	Fiscal Year Spend	Qty or Hours	Unit Cost	Extended Cost	Enter Tax Rate if Applicable (Generally 8.6% for PHX)	Tax	Total Cost
1	Salesforce License (Service Cloud)	License & Maint Fees	Operational	1	97	\$2,124	\$206,028		\$0	\$206,028
2	Salesforce (Community Cloud Log in)	License & Maint Fees	Operational	1	56,250	\$2	\$93,375		\$0	\$93,375
3	Salesforce (GovCloud Unlimited Edition)	License & Maint Fees	Operational	1	1	\$14,604	\$14,604		\$0	\$14,604
4	MST (Salesforce Design, Development, and Integration)	Prof & Outside Services	Development	1	1	\$1,010,000	\$1,010,000		\$0	\$1,010,000
5	DrawLoop Integration	Prof & Outside Services	Development	1	1	\$22,000	\$22,000		\$0	\$22,000
6	MuleSoft Integration	Prof & Outside Services	Development	1	1	\$100,000	\$100,000		\$0	\$100,000
7	ICM (ScanCenter License)	License & Maint Fees	Operational	1	2	\$5,995	\$11,990		\$0	\$11,990
8	ICM (ScanCenter Implementation Bundle)	Prof & Outside Services	Development	1	20	\$110	\$2,200		\$0	\$2,200
9	ICM (VC4 Migration)	Prof & Outside Services	Development	1	236	\$110	\$25,960		\$0	\$25,960
10	ICM (Technical Consulting)	Prof & Outside Services	Development	1	60	\$110	\$6,600		\$0	\$6,600
11	ICM (Project Consulting)	Prof & Outside Services	Development	1	540	\$110	\$59,400		\$0	\$59,400
12	ICM (Integration with Middleware)	Prof & Outside Services	Development	1	240	\$110	\$26,400		\$0	\$26,400
13	Salesforce License (Service Cloud)	License & Maint Fees	Operational	FY2-5	97	\$2,124	\$206,028		\$0	\$824,112
14	Salesforce (Community Cloud Log in)	License & Maint Fees	Operational	FY2-5	56250	\$2	\$93,375		\$0	\$373,500
15	Salesforce (GovCloud Unlimited Edition)	License & Maint Fees	Operational	FY2-5	1	\$14,604	\$14,604		\$0	\$58,416
16		[--Select--]	[--Select--]	[--Select--]						
17		[--Select--]	[--Select--]	[--Select--]						
Total Development Cost										\$1,252,560
Total Operational Cost										\$1,582,025
Total Itemization of Costs:										\$2,834,585

Summary of Funding Sources			
Fund Type	% of Project	\$ of Project (Available)	\$ of Project (To Be Requested)
Base Budget	0.00%		\$0.00
APF	0.00%	\$1,017,400.00	\$1,017,400.00
Other Appropriated	0.00%		\$0.00
Federal	0.00%		\$0.00
Other Non-Appropriated	0.00%	\$1,817,185.00	\$1,817,185.00

PIJ Development & Operational Cost Summary

Description	Type	Year 1	Year 2	Year 3	Year 4	Year 5	Extended Cost
Professional & Outside Services	Development	\$1,252,560	\$0	\$0	\$0	\$0	\$1,252,560
	Operational	\$0	\$0	\$0	\$0	\$0	\$0
Hardware	Development	\$0	\$0	\$0	\$0	\$0	\$0
	Operational	\$0	\$0	\$0	\$0	\$0	\$0
Software	Development	\$0	\$0	\$0	\$0	\$0	\$0
	Operational	\$0	\$0	\$0	\$0	\$0	\$0
Communications	Development	\$0	\$0	\$0	\$0	\$0	\$0
	Operational	\$0	\$0	\$0	\$0	\$0	\$0
Facilities	Development	\$0	\$0	\$0	\$0	\$0	\$0
	Operational	\$0	\$0	\$0	\$0	\$0	\$0
Licensing & Maintenance Fees	Development	\$0	\$0	\$0	\$0	\$0	\$0
	Operational	\$325,997	\$314,007	\$314,007	\$314,007	\$314,007	\$1,582,025
Other	Development	\$0	\$0	\$0	\$0	\$0	\$0
	Operational	\$0	\$0	\$0	\$0	\$0	\$0
	Development Cost:	\$1,252,560	\$0	\$0	\$0	\$0	\$1,252,560
	Operational Cost:	\$325,997	\$314,007	\$314,007	\$314,007	\$314,007	\$1,582,025
	Total Cost:						\$2,834,585

Areas of Impact

1 Application Systems

- Application Enhancements
- Internal Use Web Application
- Mobile Application Development
- Arizona Enterprise Solution Platform (AESP) based Application
- New Application Development
- az.gov Web Portal Application
- Other: (Please specify below)

2 Database Systems

- Data Warehouse/Mart
- Database Consolidation/Migration/Extract Transform and Load Data
- Database Products and Tools:
 - Oracle
 - MySQL
 - DB2
 - MS SQL Server
- Other: (Please specify below)

3 Software

- COTS Application Customization
- COTS Application Acquisition
- Mainframe Systems Software
- Open Source
- PC/LAN Systems Software
- Virtualization
- Other: (Please specify below)

4 Hardware

- LAN/WAN Infrastructure
- Mainframe Infrastructure
- Storage Area Network Devices
- Public Safety Radios, Systems
- PC Purchases, Peripherals
- Tape Libraries/Silos
- UPS Devices
- Other: (Please specify below)

5 Hosted Solution (Cloud Implementation)

- State Data Center
- Commercially Hosted:
 - Amazon (AWS) GovCloud
 - Century Link - I/O Data Center
 - AWS (non-government) cloud
 - Microsoft Azure
- Vendor Hosted
- Other: (Please explain below)

6 Security

- Encryption
- Security Appliances:
 - Firewall
 - Intrusion Detection System (IDS)
 - Intrusion Prevention System (IPS)
- SecurityControls/Systems - Other: (Please specify below)
- Physical Controls (Badging Systems, Iris Scanners, Other: (Please specify below))
- Other: (Please specify below)

7 Telecommunications

- Network Communications Infrastructure
- Telephone Upgrade-Business-Specific
- Cabling
- Wireless Access Points
- Telephony Upgrade-EIC Solution
- Trenching
- Videoconferencing
- Other: (Please specify below)

8 Enterprise Solutions

- | | |
|-------------------------------------|---|
| <input checked="" type="checkbox"/> | Business Intelligence System |
| <input checked="" type="checkbox"/> | E-Signatures |
| <input type="checkbox"/> | Geographic Information Systems |
| <input type="checkbox"/> | Other Imaging - Photos, Fingerprints, etc. |
| <input checked="" type="checkbox"/> | Document Management/Imaging |
| <input type="checkbox"/> | eLicensing |
| <input type="checkbox"/> | Management Systems - Financial, Grants, Asset |
| <input type="checkbox"/> | Disaster Recovery/Business Continuity |
| <input type="checkbox"/> | Other: (Please specify below) |

9 Contract Services/Procurement

- | | |
|-------------------------------------|---|
| <input checked="" type="checkbox"/> | Contracted Project Management |
| <input checked="" type="checkbox"/> | Contractor Support Services |
| <input checked="" type="checkbox"/> | Install/Configuration Contract Services |
| <input type="checkbox"/> | State Contract |
| <input type="checkbox"/> | Vendor provided |
| <input type="checkbox"/> | Procurement (RFP, IFB, DPR, etc.) |
| <input type="checkbox"/> | Other: (Please specify below) |

PIJ Review Checklist

Role	Name	Email Address	Date Reviewed
Agency Project Sponsor*	Molly Jones	Molly.Jones@azica.gov	05/04/17
Agency Chief Information Officer (CIO) (or designee)*	Michael Hempel	Michael.Hempel@azica.gov	05/04/17
Agency Information Security Officer (ISO) (or designee)*	Michael Hempel	Michael.Hempel@azica.gov	05/04/17
ADOA-ASET Engagement Manager *	John Wagner	John.Wagner@azdoa.gov	05/22/17
ADOA-ASET Security, Privacy & Risk (ASET-SPR) representative	Tim Guerriero	Tim.Guerriero@azdoa.gov	05/11/17
Agency CPO or State Procurement Office (SPO) representative			
Agency CFO or Finance representative (if different from CPO)			
Others to Review (if applicable):			
Agency Senior Project Manager	Anthony Grandlich	Anthony.Grandlich@azica.gov	05/04/17

* Required Attendee

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x	Has the value of the IT project to the public and the State been identified?
x	Does the proposed solution address the stated problem or situation?
x	Has the budget unit demonstrated competency to carry out the project successfully?
x	Have all applicable questions in the PIJ been addressed?
x	Have the Areas of Impact associated with the project been identified?
x	Is sufficient sponsorship and support by budget unit leadership evidenced in the meeting?
x	Has the compatibility of the proposed solution with other budget unit solutions been addressed?
x	Has a reasonable Project Plan been provided?
x	Has the compliance of the proposed solution with all applicable statewide standards been confirmed?
x	Have any potential risks or issues associated with the project or the proposed solution been identified and appropriately addressed to minimize unintended consequences?
x	Have the cost estimates for the project been vetted for accuracy?
x	Have the PIJ Financials been completed?
x	Have any/all of the following startup costs to implement the project been included under Development in the financial tables, if applicable - tax; shipping; upfront maintenance and support; professional services (P&OS); ancillary software to run on equipment; ancillary hardware to install equipment, e.g., cables; other associated costs, e.g., training, travel, documentation, etc.?
x	Have any/all of the following ongoing/5-year support costs, once the project is implemented, been included under Operational in the financial tables, if applicable - ongoing vendor hosting costs, including any projected increase over time; annual maintenance and support not acquired upfront; extended costs after warranty expiration; P&OS commitments beyond implementation?
x	Have you confirmed that no Full Time Employee (FTE) related costs have been included in the project costs?
x	Have quotes been provided for all itemized costs in the PIJ, e.g., professional services, hardware, software, licensing, etc.?
x	Do the quotes match the itemized list and only reflect those items and costs (within 5%) associated with this project?
	If not, describe below how the costs in the PIJ differ from the quotes, e.g., if quantities are different, costs are comprised of portions of multiple quotes provided, etc.:

If any of the above are not complete, the PIJ cannot be approved at this time.....

x

PIJ Disposition

Approved
Recommended with conditions
Not Approved

Strategic Program Manager Analysis

The Industrial Commission administers and enforces state laws relating to the protection of life, health, safety, and welfare of Arizona’s employees. The ICA’s Claims System is running on a 20+ year old mainframe application that requires hard to find COBOL developers, Inflexibility, Data integrity, lacking modern System Security feature, and Customer access limitations. ICA wants to move claims system off of the old technology, replace/retire all legacy systems within the agency, align with the Governor’s Goal of service through digital governance, provide increased flexibility to change when necessary, and improve internal/external user experience by implementing Salesforce with a custom modern Claims System. ICA will contract with Salesforce integrator MST to implement in 4 phases: Discover/Design Requirement, Data Integration/Migration, build out case management tools, and finally develop modern enhancements for Claims Processing.

The platform has been vetted by ADOA-ASET Security, Privacy, and Risk (SPR) to ensure that it meets state standards and policies for on-premise solutions. There are no outstanding issues or concerns with any projects which will be utilizing the existing platform. Recommend ITAC Review via delegated authority.

Authorized Approver:	John Wagner	Approval Date:	5/22/2017
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Condition (If Applicable)

Should the final costs exceed the estimated costs by 10% or more, or should there be significant changes to the proposed technology, scope of work or implementation schedule, the Agency must amend the PIJ to reflect the changes and submit it to ADOA-ASET for review and approval prior to further expenditure of funds.

ICA Claims System Modernization Project	
Agency Requesting The Project:	
Industrial Commission	
Business Unit Requesting The Project:	
Claims Department	
Sponsor Of the Project:	
Molly Jones	
Sponsor Title:	
Claims Manager	
Sponsor Phone Number:	Extension:
602-542-4317	
Sponsor Email Address:	
Molly.Jones@azica.gov	

Has a Project Request been completed for this PIJ?	<input type="checkbox"/> Y
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<p>What is the operational issue or business need that the Agency is trying to solve? (i.e. ...current process is manual, which increases resource time/costs to the State/Agency, and leads to errors...)</p> <p>The claims system requires a technological evolution in order to continue to be integrated into all Industrial Commission systems. The current software platform is over 20+ years old. This has caused significant issues to the agency with maintenance, stability, and compatibility with the current systems at the Industrial Commission.</p>
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<p>How will solving this issue or addressing this need benefit the State or the Agency?</p> <p>Upgrading the software platform to current technology standards will reduce cost and improve efficiency within the Agency as the Claims System is the primary platform for the Industrial Commission.</p>
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<p>Describe the proposed solution to this business need:</p> <p>The proposed solution is to utilize a Salesforce Solution that will allow the Agency to meet the current Workers Compensation Claims Processing Requirements and be prepared for any future requirements.</p>

Has the existing technology environment, into which the proposed solution will be implemented, been documented?	<input type="checkbox"/> Y
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Indicate where that documentation can be found, or provide the information under separate cover before the meeting, otherwise describe below:

This is a tailor-made hybrid system, consisting of 2 primary sections.
Each section is controlled by a different software package.

1.Data entry and processing through MICROFOCUS Enterprise Server

The handling here encompasses all business logic for processing the claim: basic information, all actions on a claim, all decisions made, etc.

Data processing is controlled from server (MICROSQLPROD) running MICROFOCUS Enterprise Server. This software is a mechanism for handling multiple, simultaneous Dynacom DC-9 sessions. Data I/O passes through this software to be stored by the associated SQL server (MICROSQLPROD).

2 Image and Document management using ICM ScanCenter and ViewCenter

This section handles accepting paper documents through a scanner, accepting metadata containing the document's type, associated Claim number, and other details, and assigning the document a unique identifier.

This section also provides a direct UI to view these documents as a PDF image.

3.Communication And Synchronization Between the sections using custom Middleware

A third piece is custom made, using Visual C++, referred to as the Middleware.
This item is responsible for orchestrating communications and synchronization of data between the two different sections. Using the document's unique identifier, this value is passed, through the middleware, from ICM over to Microfocus, and becomes the one transcendent identifier for any document in the system.

It is also this piece that conducts communications via the DC-9 sessions

Have the business requirements been gathered, along with any technology requirements that have been identified?

Y

Are you submitting this as a Pre-PJJ in order to issue a Request for Proposal (RFP) to evaluate options and select a solution that meets the project requirements?

N

Will you be completing an assessment/Pilot/RFP phase, i.e., an evaluation by a vendor, third party or your agency, of the current state, needs, and desired future state, in order to determine the cost, effort, approach (RFP or otherwise) and/or feasibility of a project before submitting the full PJJ?

Y

Describe the reason for completing the assessment/Pilot/RFP and the expected deliverable(s) below:

An assessment and RFP were completed to mitigate any risk in cost and scope to the project.

The new ICA Claims Division computer system will include:

- o Document Management solution (DMS)
- o Process Workflow solution (WF)
- o Scanning and Indexing of paper documents
- o Importing electronic documents (eForms, emails, eFax) into DMS and WF
- o Fully automate data exchange with trading partners small and large
- o Enable advanced B2B Integration Gateway Solution to support EDI, Secure Managed File (MFT) and Cloud integrations to manage, control, and govern inbound and outbound data flows.
- o Receiving of EDI transactions from trading partners
- o Sending of EDI transactions to trading partners
- o Develop new "Data Model" which provides a new structure for data used within new Claims System by providing specific definition and format
- o Management of 40+ document types through multi-step work queues which span ICA departments
- o Ability to add business rules and validations based on document type to WF
- o Auto-solicit functionality
- o Automation to reduce and consolidate the paper solicitations manual process with automated letter and envelop printing and mailing.
- o Creation and management of templates for documents that are sent from ICA
- o Creation of a Carrier Portal to communicate Notices, Responses and Solicits
- o Creation of a Claims User Portal for viewing Claim status information, document previews, and ability to update and submit information to the case file
- o Additional eForms that can be submitted through Carrier Portal
- o Data sourcing and integration with Claimant database, Employer database, Carrier database, Attorney database
- o EDI integration to NCCI insurance coverage data
- o Advanced Business intelligence and analytics capabilities

Provide the estimated cost, if any, to conduct the assessment phase and/or Pilot and/or RFP/solicitation process:

\$76,560.00

Provide the estimated start and finish date for conducting the assessment/Pilot/RFP solicitation:

Estimated Start	07/01/16	Estimated Finish	05/15/17
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Provide a projected start and finish date for implementing the final solution.

Estimated Start	06/01/17	Estimated Finish	06/01/18
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Based on research to date, provide a high-level cost estimate to implement the final solution below:

\$1,578,557.00

Does the project fall into one of the following categories:
- hardware technology refresh/expansion, e.g., replacement/more laptops, radios, peripherals, etc.?

N

Is the proposed procurement the result of an RFP solicitation process?

N

Is this project referenced in your agency's Strategic IT Plan?

Y

Does your agency have a formal project methodology in place?

Y

Describe the high level make-up and roles/responsibilities of the Agency, Vendor(s), and other third parties below: (i.e. ...agency will do...vendor will do...other third parties will do..)

Salesforce - Primary Platform
MST - Salesforce Development
DrawLoop - B2B Gateway Integration

Will a PM be assigned to manage the project, regardless of whether internal or vendor provided?

Y

If the PM is credentialed, e.g., PMP, CPM, State certification etc., please provide certification information below:

MST Development - Jessica Hipskind
ICM Document Solutions PM - Julie Hill
Industrial Commission PM - Anthony Grandlich

Is a project plan available that reflects the estimated start date and end date of the project, and the supporting milestones for the project?

Y

Have steps needed to roll-out to all impacted parties been incorporated, e.g. communications, planned outages, deployment plan?

Y

Will any physical infrastructure improvements be required prior to the implementation of the proposed solution. e.g., building reconstruction, cabling, etc.?

N

Are there any known resource availability conflicts that could impact the project?

N

Does your schedule have dependencies on any other projects or procurements?

N

Will the implementation involve major end user view or functionality changes? Y

Will the proposed solution result in a change to a public-facing application or system? Y

Is a detailed project budget reflecting all of the up-front/startup costs to implement the project available, e.g., hardware, initial software licenses, training, taxes, P&OS, etc.? Y

Have the ongoing support costs for sustaining the proposed solution over a 5-year lifecycle, once the project is complete, been determined, e.g., ongoing vendor hosting costs, annual maintenance and support not acquired upfront, etc.? Y

Have all required funding sources for the project and ongoing support costs been identified? Y

Will the funding for this project expire on a specific date, regardless of project timelines? N

Will the funding allocated for this project include any contingency, in the event of cost over-runs or potential changes in scope? Y

Please indicate whether a statewide enterprise solution will be used or select the primary reason for not choosing an enterprise solution:
 Statewide Enterprise Solution

Will the technology and all required services be acquired off existing State contract(s)? Y

Will any software be acquired through the current State value-added reseller contract? Y

Describe how the software was selected below:
1.) State Enterprise Agreement
2.) Recommendations from the State and CTO.
3.) Moving to a Cloud First Strategy.

Does the project involve any technology that is new and/or unfamiliar to your agency, e.g., software tool never used before, virtualized server environment? Y

Does your agency have experience with the vendor (if known)? Y

Does the vendor (if known) have professional experience with similar projects? Y

Does the project involve any coordination across multiple vendors? Y

Does this project require multiple system interfaces, e.g., APIs, data exchange with other external application systems/agencies or other internal systems/divisions? Y

Have any compatibility issues been identified between the proposed solution and the existing environment, e.g., upgrade to server needed before new COTS solution can be installed? N

Will a migration/conversion step be required, i.e., data extract, transformation and load? Y

Is this replacing an existing solution? Y

Indicate below when the solution being replaced was originally acquired?
The original solution being replaced was aquired over 20 years ago. 10 years ago, it went through a slight modernization so that it could be hosted on more up to date hardware.

Describe the planned disposition of the existing technology below, e.g., surplus, retired, used as backup, used for another purpose:

The intellectual property will be retired.

The physical architecture will be repurposed as it is currently hosted on virtual environment.

Describe how the agency determined the quantities reflected in the PIJ, e.g., number of hours of P&OS, disk capacity required, number of licenses, etc. for the proposed solution?

The Industrial Commission went through a vigorous review of all business processes and workflows. These items were then put through the lean process and optimized. Vendors were then given the full scope of functionality required by the ICA and produced multiple solutions to resolve and improve the process.

Does the proposed solution and associated costs reflect any assumptions regarding projected growth, e.g., more users over time, increases in the amount of data to be stored over 5 years?

Y

Does the proposed solution and associated costs include failover and disaster recovery contingencies?

Y

Will the vendor need to configure the proposed solution for use by your agency?

Y

Are the costs associated with that configuration included in the PIJ financials?

Y

Will any application development or customization of the proposed solution be required for the agency to use the product in the current/planned technology environment, e.g., a COTS application that will require custom programming, an agency application that will be entirely custom developed?

Y

Will the customizations inhibit the ability to implement regular product updates, or to move to future versions?

N

Describe who will be customizing the solution below:

The Salesforce integration will be designed, developed and implemented by MST

Do the resources that will be customizing the application have experience with the technology platform being used, e.g., .NET, Java, Drupal?

Y

Please select the application development methodology that will be used:
Agile/Scrum

Provide an estimate of the amount of customized development required, e.g., 25% for a COTS application, 100% for pure custom development, and describe how that estimate was determined below:
25% will be custom development.
This was determined through our project assessment and business requirement gathering.

Are any/all Professional & Outside Services costs associated with the customized development included in the PIJ financials? Y

Have you determined that this project is in compliance with all applicable statutes, regulations, policies, standards, and procedures, including those for network, security, platform, software/application, and/or data/information found at <https://aset.az.gov/resources/psp>? Y

Are there other high risk project issues that have not been identified as part of this PIJ? N

Will the proposed solution be vendor-hosted? Y

Please select from the following vendor-hosted options:
Vendor Hosted

Describe the rationale for selecting the vendor-hosted option below:
It is Salesforce and on the Salesforce hosted in environment. This is also a IT strategy plan for the digital government strategy.

Has the agency been able to confirm the long-term viability of the vendor-hosted environment? Y

Has the agency addressed contract termination contingencies, e.g., solution ownership, data ownership, application portability, migration plans upon contract/support termination? Y

Has a Conceptual Design / Network Diagram been provided and reviewed by ASET-SPR? Y

Has the spreadsheet located at <https://aset.az.gov/arizona-baseline-security-controls-excel> already been completed by the vendor and approved by ASET-SPR? Y

Will the proposed solution be hosted on-premise in a state agency? N

Will any PII, PHI, or other Protected Information as defined in the 8110 Statewide Data Classification Policy be transmitted, stored, or processed with this project? Y

Describe below what security infrastructure/controls are/will be put in place to safeguard this data:
All of the data is being hosted by Salesforce in the GovCloud which has already been approved by ASET SPR
Salesforce is an approved hosting vendor for the state.

What help could ASET offer to increase the probability of project success?
John Wagner was our consultant in regards to preparation of the PIJ and ITAC Meeting.